

## CRDAMC Public Affairs Office release

Carl R. Darnall Army Medical Center on Fort Hood was redesignated a Medical Center in May 2006. There are nearly 155,000 eligible beneficiaries in the communities surrounding Fort Hood.

“Team Darnall” as the Medical Center staff is called, consists of 2,500 Soldiers, Department of the Army civilians, contractors, and volunteers. On an average day, CRDAMC staff members fill 5,000 prescriptions, conduct 3,867 outpatient visits, perform 26 surgeries, deliver seven newborns, treat 170 patients in the emergency room, and admit 31 new patients to the facility.

For the period of 2003-05, Darnall was awarded the Army Superior Unit Award. One reason was providing care for more than 2,500 wounded warriors through its 24/7 Operation Gentle Landing program. Staff for this program was also recognized as the 2006 recipient of the Bell County Judge’s Award for Meritorious Service at the Bell County Judge and Commissioners’ Committee on People with Disabilities annual awards luncheon held Oct. 18.

Additionally, CRDAMC has provided pre-deployment and post-deployment health screening of 140,000 Active and Reserve Component troops in support of OIF/OEF since 2003, helping Fort Hood earn the Army’s Deployment Excellence Award in 2003, 2005, and 2006.

Active-duty personnel receive a primary care manager at one of the Fort Hood military medical clinics during inprocessing at the Copeland Soldier Service Center. While at the Copeland center, they also visit the DEERS office to check their eligibility status, update addresses and verify family member information.

Many of the eligible beneficiaries, including many retirees around Fort Hood, are enrolled with a TRICARE primary care provider in the local civilian community. Active-duty family members should visit the TRICARE Customer Service Center, Bldg. 36023 on Santa Fe Avenue located across the parking lot of the front entrance to CRDAMC. Beneficiaries will be assigned to a Darnall provider or civilian network provider, depending on availability. Upon completion of the enrollment process, TRICARE will mail a Prime enrollment welcome letter and identification card to the beneficiary. The telephone number for the TRICARE Service Center is 1-800-444-5445.

There is no cost for active-duty family members to enroll in TRICARE Prime, while retirees and others pay a yearly fee of \$230 individually or \$460 for a family. Retirees, who are aged 65 or older and enrolled in Medicare Part B, are eligible for TRICARE For Life. Under TFL, TRICARE becomes the second payer to Medicare for medical care that is a benefit under both Medicare and TRICARE.

Visit the CRDAMC Web site at [www.hood-meddac.army.mil](http://www.hood-meddac.army.mil) and select the TRICARE link for information on other TRICARE health plan options, specialty

referrals and authorizations, claims assistance, traveling with TRICARE, and links to the Humana and DoD TRICARE Web sites.

Primary care services are provided to beneficiaries through a system of family health care clinics located on Fort Hood with one additional clinic in Copperas Cove. The majority of these clinics offer pharmacy as well as basic laboratory and X-ray services for patient convenience. In addition to these family centered primary care-related clinics, there are pediatric, internal medicine clinics and other services available.

The Bennett Health Clinic, Family Medicine Residency Center, and the Thomas Moore Health Clinic, provide full-service primary care to mainly active-duty military personnel and family members. The Family Care Clinic in Copperas Cove services family members and retirees while the Monroe Health Clinic provides health care for active-duty only. And, there are two aviation troop medical clinics.

A wide range of specialty clinics and services are available on post for beneficiaries at CRDAMC. Resources include Magnetic Resonance Imaging, CAT scanner, full service obstetric care with a Level II neonatal intensive care unit, a Level III emergency room capability, multiple surgical sub specialties, Department of Mental Health (Psychology and Psychiatry), Department of Social Work, and Department of Substance Abuse Services to name a few.

The Population Health Center is a source of information about diabetes, asthma, tobacco use, high blood pressure, high cholesterol, weight management and healthy lifestyle options. Prevention and education programs are available for those at risk of developing chronic medical conditions.

CRDAMC operates Robertson Blood Center located at Bldg. 2250, 761st Tank Battalion Avenue. RBC collects, tests, and distributes blood in support of global medical readiness during peacetime and combat operations for Soldiers, family members and retirees. It is one of the largest donor centers in the Department of Defense. The telephone number is 285-5808.

CRDAMC's Emergency Department provides services 24-hours daily and is staffed by board certified emergency physicians as well as residents who are part of the hospital's nationally recognized Emergency Medicine Residency Program.

Patients using Darnall's emergency center for non-emergency health issues are cared for according to a triage system that prioritizes severe medical problems.

The Clinical Operations Division is responsible for policies and operations for all outpatient medical services. The Patient Representative Office, Information Desk, 288-8000, and the Patient Appointment Service are three major support services operating under the COD.

The Patient Representative Office is open each business day and includes a CRDAMC representative and personnel from the 1st Cavalry Division, 4th Infantry Division and the 13th Sustainment Command (Expeditionary). They are

available from 7:30 a.m. to 4:30 p.m., Monday through Friday, to assist with concerns, complaints or even compliments. The representatives can be reached at 288-8156.

Darnall's Patient Appointment Service has one central number, 288-8888. The PAS is open Monday through Friday, 7 a.m. to 4 p.m. The Weekend Acute Care Clinic is a walk-in clinic from 8 a.m. to 10 a.m. and 1 p.m. to 3 p.m. The Pediatric Clinic on weekends and holidays will book its own appointments. Call 288-8280.

In early 2007, the new state-of-the-art Emergency Department will open, construction will be in progress for the new West Fort Hood Family Health Clinic, and preparation will be on-going for the new Women's Health Facility to be located on the east end of CRDAMC, Bldg. 36000.